

059 - CLERK-RECORDER

Operational Summary

Mission:

Our mission is to provide service to the public in a way that exemplifies the highest standard of courtesy, cost effectiveness, and performance as well as to pursue new technologies to make public records accessible to citizens/taxpayers in a prompt and convenient manner.

Strategic Goals:

- Provide additional and improved Internet access/service to public to satisfy demand.
- Further reduce time for return of documents to public to satisfy customer demand.
- Continue to maximize contributions to the County General Fund by maximizing revenues while minimizing expenses.
- Improve security measures and expend the use of technology to enhance the effectiveness of operations.

Key Outcome Measures:

Performance Measure	FY 2000-2001 Results	FY 2001-2002 Target	How are we doing?
PROVIDE ADDITIONAL AND IMPROVED INTERNET ACCESS/SERVICE TO PUBLIC TO SATISFY DEMAND. What: Allows public to transact secure business w/ department without necessity of coming to Santa Ana. Why: The public can obtain information and/or documents at a lower cost.	1) Initial project planning of an Internet Electronic Recording System. 2) Real property grantor/grantee index made available via the Internet. 3) Laid the groundwork for expansion of e-commerce opportunities.	1) Complete the development of an Internet Electronic Recording System and develop a strategy or plan to recover Internet related costs. 2) Provide for the on-line sale of document images to title companies.	Our Internet site allows the public to order copies of birth, death and marriage certificates; to conduct Fictitious Business Name searches; to search real property records through grantor/grantee index. New offering will be to all O.C. title companies to record electronically through the Internet.
FURTHER REDUCE TIME FOR RETURN OF DOCUMENTS TO PUBLIC TO SATISFY CUSTOMER DEMAND. What: After being recorded, documents are returned to the public within 24 hours. Why: Public has access to recorded documents within short time frame thereby meeting their requirements.	1) Number of title insurance companies that record electronically climbed from 34 to 40. 2) Implemented the enhanced marriage license system. 3) Phase I of a fully reliable and user friendly compliant cashing system was completed.	1) Implement the new organizational structure and job classifications that reflect changes within the last five years. 2) Determine and transfer the function of the County Archives Program to the proper placement within the County organization. 3) Maintain current status of 24-hour turnaround.	We have maintained our 24-hour turn around on recording documents mailed in by the public.

At a Glance:

Total FY 2000-2001 Actual Expenditure + Encumbrance:	5,578,141
Total Final FY 2001-2002 Budget:	5,397,321
Percent of County General Fund:	0.25%
Total Employees:	96.00

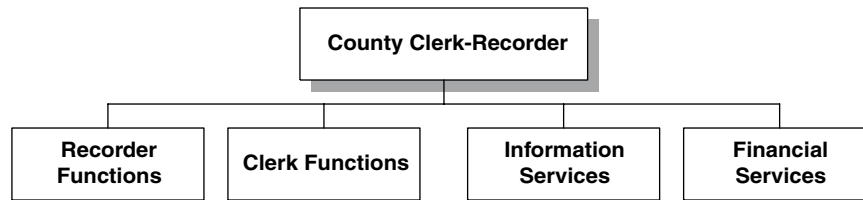
Key Outcome Measures: (Continued)

Performance Measure	FY 2000-2001 Results	FY 2001-2002 Target	How are we doing?
CONTINUE CONTRIBUTING TO COUNTY GENERAL FUND BY MAXIMIZING REVENUES WHILE MINIMIZING EXPENSES. What: Revenues in excess of expenses are made available to the County General Fund. Why: Allows essential programs within other agencies to be funded.	1) Estimated to contribute approximately \$5.6M to the General Fund. 2) Cut some consumer fees by about \$431,000 annually. 3) Placed a moratorium on the collection of approx. \$2.8M of certain specially designated fees.	1) Complete a study and submit a proposal, if found to be feasible, to consolidate the Clerk-Recorder Department with the Assessor's Office. 2) Transfer of records retention and paper recycling functions from the Purchasing unit to the Mail Room.	We continue to contribute to the General Fund even though revenues declined. Expenditures have been closely monitored and minimized when and where appropriate.
IMPROVE SECURITY MEASURES AND EXPAND OUR TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF OPERATIONS. What: Ensure that the highest security measures are taken in recording and maintaining public documents. Why: To provide added security to public records both now and for future retrieval.	1) Converted 3.5M images from the LISA to TIFF image language to comply with broad industry standards. 2) Made records more readily available to other County agencies. 3) Migrated images from seven jukeboxes to a single Mass Storage Device. 4) Implemented the enhanced marriage license system.	1) Complete the enhancement of the Vital Records System including Birth, Death, and Marriage records. 2) Update the Clerk-Recorder Disaster Recovery Plan in the event a major disaster impacts Orange County. 3) Implement the Virtual Timesheet Input System.	We are on track with technology upgrades provided by in-house information technology staff, the CEO's Information and Technology department and studies performed by an outside technology consultant.

Fiscal Year 2000-01 Key Project Accomplishments:

- Phase I of a fully reliable and user friendly compliant cashiering system was completed and installed in July 2000.
- The transition to the County's Internet and ATM configuration was completed in August 2000. This same transition has set in place the technical infrastructure for public Internet access to records and lays the groundwork for expansion of e-commerce opportunities.
- The real property grantor/grantee index was made available via the Internet in September 2000.
- The number of title insurance companies that record electronically climbed from 34 in 1999 to 40 in 2000, proving emphatically that electronic recording first introduced by Orange County in the spring of 1997 was of great benefit to both the public and private sectors.
- Many of the office's databases were relocated to the County's Data Center, a move that provides added security to the public records and makes those records more readily available to other County agencies.
- To fully comply with broad industry standards, an estimated 3.5M images were converted from the LISA to TIFF image language. This project was completed in August 2000.
- Data previously stored in seven jukeboxes housed in the Office's systems room, was migrated to a single Mass Storage Device in September 2000.
- Documents submitted by mail for recordation were routinely processed and returned to the sender within two days of their receipt in the Clerk-Recorder's Office. That two-day mailed document turnaround time compares to standards throughout the state that are measured in weeks or, in some cases, months.

Organizational Summary



COUNTY CLERK-RECORDER - The Clerk-Recorder is an elected official who, with his administrative staff, directs the activities of the department in satisfying the needs of the public regarding the recordation of documents, filing of birth, death and marriage records, issuing marriage licenses, and filing Fictitious Business Names, etc.

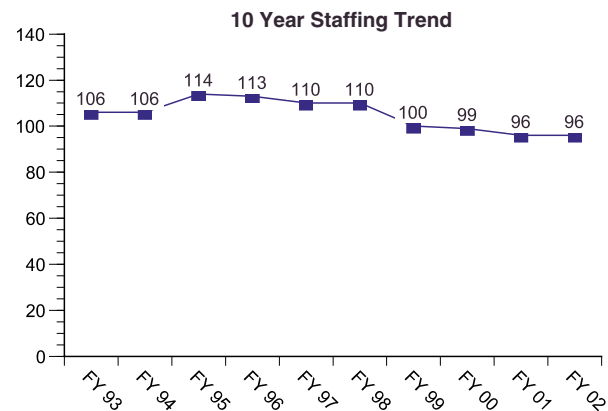
RECORDER FUNCTIONS - This division assists the public and title companies in recording documents pertaining to real property transactions. Included in this process is the examination of documents to determine recordability, recording and indexing documents, and optically imaging all recorded documents for storage and retrieval.

CLERK FUNCTIONS - This division is responsible for issuing marriage licenses and performing wedding ceremonies. It also registers Notary Publics, Process Servers, Professional Photocopiers, and Unlawful Detainer Assistants; files documents related to Fictitious Business Name registrations and Environmental Impact Reports; and produces copies of recorded documents and issues birth, death, and marriage certificates.

INFORMATION SERVICES - This division provides technical and user support for all automated systems within the department. Staff provides short and long term automation planning, systems installation, user training, systems maintenance, and telecommunications support.

FINANCIAL SERVICES - This division is responsible for the fiscal integrity of the Department through the assessment of funding needs and fiscal issues that may impact Department activities; budget planning, development and implementation; and oversight of expenditures and revenues.

Ten Year Staffing Trend:



Ten Year Staffing Trend Highlights:

- A comprehensive organizational assessment of the Clerk-Recorder's Office structure and job classifications was conducted. The study reflected changes within the last six years. These changes included agency mergers, County restructuring, automation and general department growth. Implementation of the study occurred in early 2001.

Budget Summary

Plan for Support of the County's Strategic Priorities:

The Clerk-Recorder's Office will continue to contribute revenues in excess of expenses to the County General Fund. Also, this department has included funds in their Strategic Financial Plan for a portion of the ATS project.

Changes Included in the Base Budget:

With the assistance of CEO/Human Resources, the Clerk-Recorder has implemented a new organizational structure and job classifications that reflect changes within the last six years. The increase in salaries and benefits is reflected in this budget request.

Final Budget and History:

Sources and Uses	FY 1999-2000 Actual Exp/Rev ⁽¹⁾	FY 2000-2001 Final Budget	FY 2000-2001 Actual Exp/Rev ⁽¹⁾	FY 2001-2002 Final Budget	Change from FY 2000-2001 Actual	
					Amount	Percent
Total Positions	N/A	96	N/A	96	96	0
Total Revenues	11,453,438	9,684,500	12,674,114	10,319,732	(2,354,382)	(19)
Total Requirements	5,463,128	4,502,819	5,105,740	5,397,321	291,581	6
Net County Cost	(5,990,310)	(5,181,681)	(7,568,374)	(4,922,411)	2,645,963	(35)

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2000-01 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: CLERK-RECORDER in the Appendix on page 532.

Highlights of Key Trends:

- The Board of Supervisors authorized a fee cut which went into effect in July 2000. Some consumer fees were cut by about \$431,000 annually and a moratorium was placed on the collection of approximately \$2.8M of cer-

tain specially designated fees. These fees are held in trust and earmarked for the sole and specific purpose of modernizing the Clerk-Recorder's Office and does not impact the County's revenues.

Budget Units Under Agency Control

No.	Agency Name	COUNTY CLERK- RECORDER	RECORDER FUNCTIONS	CLERK FUNCTIONS	INFORMATION SERVICES	FINANCIAL SERVICES	TOTAL
059	CLERK-RECORDER	1,180,209	1,980,780	1,163,084	717,753	355,495	5,397,321
	Total	1,180,209	1,980,780	1,163,084	717,753	355,495	5,397,321